

**FACULTY OF BUSINESS****FINAL EXAMINATION**

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **HRM1313 Managing People in The Service Industry**
Semester & Year : January – April 2023
Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (30 marks) : THIRTY (30) multiple-choice questions. Shade your answer in the Multiple-Choice Answer Sheet provided. You are advised to use a 2B pencil.

PART B (70 marks) : SEVEN (7) short answer questions. Answers are to be written in the Answer Booklet provided.

2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple-choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 7 (Including the cover page)

PART B
INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (70 MARKS)

: Answer all **SEVEN (7)** short answer questions.

Write your answers in the Answer Booklet (s) provided.

Question 1

- a) Define supervisor. (2 marks)
- b) Explain **FOUR (4)** supervisory roles. (8 marks)

[Total: 10 marks]

Question 2

- a) Describe **THREE (3)** communication barriers between the supervisor and the staff. (6 marks)
- b) Explain **TWO (2)** ways a supervisor can be a good listener. (4 marks)

[Total: 10 marks]

Question 3

- a) Define human resource management. (2 marks)
- b) Discuss **FOUR (4)** recruiting sources. (8 marks)

[Total: 10 marks]

Question 4

- a) Describe **FOUR (4)** methods of training that can be used to train restaurant staff. (8 marks)
- b) State **TWO (2)** importance of training for restaurant staff. (2 marks)

[Total: 10 marks]

Question 5

- a) Explain **FIVE (5)** types of needs proposed by Maslow's hierarchy of needs theory. (10 marks)

[Total: 10 marks]

Question 6

- a) Explain **FOUR (4)** purposes of performance appraisal. (8 marks)
- b) Differentiate formal and informal appraisal. (2 marks)

[Total: 10 marks]

Question 7

a) Explain **FIVE (5)** basic techniques for resolving conflict.

(10 marks)

[Total: 10 marks]

END OF EXAM PAPER